CLAIMS

I claim:

1.   A method of modifying a diagnostic device, the method comprising:

receiving, from a user, product-identifying information for the diagnostic device;

transmitting a software key that corresponds to the product-identifying information to a text-to-speech server; and

5   performing a text-to-speech conversion of the software key to cause the software key to be spoken to the user.

2.   The method of claim 1, further comprising entering the software key into the diagnostic device, and wherein modifying the diagnostic device comprises unlocking

10   at least one feature in response to the software key being entered.

3.   The method of claim 1, further comprising entering the software key into the diagnostic device, and wherein modifying the diagnostic device comprises enabling a software update in response to the software key being entered.

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4.   The method of claim 1, further comprising receiving, from the user, payment information.

5.   The method of claim 4, wherein the payment information comprises credit

20   card information.

6.   The method of claim 2, further comprising receiving, from the user, feature-identifying information corresponding to the feature to be unlocked.

25   7.   The method of claim 1, wherein the product-identifying information

comprises a serial number.

            8.   The method of claim 1, wherein the software key is transmitted to the text-

to-speech server in VXML format.

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            9.   The method of claim 1, wherein the software key is transmitted via the

Internet.

            10.   The method of claim 1, further comprising transmitting a prompt to the

35   user requesting the user to specify a diagnostic device type.

            11.   The method of claim 1, further comprising indicating to the user that a

feature of the diagnostic device must be unlocked before it can be used.

40   12.   The method of claim 1, wherein the product-identifying information

comprises a DTMF signal.

            13.   The method of claim 1, wherein the product-identifying information

comprises a set of spoken characters.

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            14.   A method of unlocking at least one feature of a diagnostic device, the

method comprising:

            receiving, from a user, a serial number for the diagnostic device;

receiving, from the user, credit card information;

.50   receiving, from the user, feature-identifying information corresponding to the

feature to be unlocked;

generating a software key in response to receiving the serial number and the credit

card information, the software key corresponds to the serial number and the feature-

identifying information;

55   transmitting the software key to a text-to-speech server via the Internet;

transmitting the software key from the text-to-speech server to the user in voice

format via the PSTN to cause the software key to be spoken to the user; and

entering the software key into the diagnostic device to unlock the at least one

feature.

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15.   A system for providing a software key to a user comprising:

a voice platform;

a diagnostic device database comprising identifying data for particular diagnostic

devices and further comprising feature data for particular diagnostic devices;

65   an enterprise server comprising a processor and a memory, the enterprise server

being communicatively connectable to the voice platform and the diagnostic device

database; and

a set of machine instructions stored in the memory, the instructions being

executable by the processor to:

70   receive at least one input requesting a software key for a particular

diagnostic device;

verify the particular diagnostic device by reference to the database; and

transmit a software key in a markup language to the voice platform;

wherein the voice platform converts the markup language software key to voice

75   format and transmits it to the user.

16.   The system of claim 15, wherein the set of instructions are further operable

to generate a software key that is associated with the particular diagnostic device.

80   17.   The system of claim 16, wherein the software key only enables the

particular diagnostic device and no other diagnostic device.

18.   The system of claim 15, wherein the markup language is VXML.

85   19.   The system of claim 15, wherein the software routine is further executable

to identify a particular feature to be enabled, the particular feature being associated with

the particular device.

20.   The system of claim 19, wherein the enterprise server receives information

90   regarding the particular feature to be enabled from the user via the voice platform.

21.   The system of claim 19, wherein the software key only enables the

particular feature.

95   22.   The system of claim 21, wherein the software key further only enables the

particular device.